

BESTLIFE TRAVEL INSURANCE



KEY FACTS

We thank you for choosing BestLife Insurance Limited as your international Travel Insurance provider. While the key facts provide an overview of the primary aspects of coverage, they do not encompass the complete terms and conditions. The comprehensive terms and conditions can be found in the travel policy document

About Your Travel Insurance

Your BestLife Insurance Limited travel insurance provides you with a wide range of benefits for international travel destination.

Bestlife Travel Insurance is your passport to peace of mind travel.

Who provides my insurance cover?

Your travel insurance is underwritten by Bestlife Insurance Limited.

What is the purpose of my Bestlife Travel Insurance Policy?

Your travel insurance policy is there to provide financial safeguards for your journey from unexpected adversities and lets you embrace the world of travel with confidence.

Your policy provides 24/7 personal assistance, medical and financial aid. The scope of cover varies depending on your selected travel insurance package.

When am I insured from?

The policy that you have purchased is effective from the date of departure from Zambia until the date of arrival. The insurable trip duration limit is 92 consecutive days. However, for

our Student Package, insurable trip duration limit is 365 days.

Where can I travel to?

You are only covered for the destination(s) named on your travel insurance certificate.

How do I make a claim?

You can easily make a claim by contacting us through by phone using the relevant number(s) given below, depending on the type of claim:

1. Non-Urgent Claims

For all Non-Emergency and Reimbursement claims, you must contact:

Bestlife Insurance Company
Plot 3577, Corner of Chikwa Road & Suez Road
Post Box: Suite No. 228
Private Bag E891
Lusaka

Email: info@bestlifezambia.co.zm
Tel: +260 211 250281/82

2. For Emergencies, medical assistance and/or repatriation claims:

In the event of any illness, injury, accident or hospitalization which requires Inpatient or Outpatient treatment, you must contact:

MapFre Assistance

Email: refund@mapfre.com
Emergency Telephone Line:
+ 44 845 217 1379

Assistance via WhatsApp:

+216 29677276

How long after an incident do I have to make a claim?

The claim notification is dependent on the nature of the claim.

Claim notification must be made within 30 days for bodily injury, illness, disease, event, incident, redundancy, or the discovery of any form of insured loss, theft or damage.

In the event of an accident that might give rise to a claim under the Personal Accidents section of the policy, claim notification must be made within 90 days of the accident.

What do I do if I wish to complain?

Any complaint you may have regarding the policy or claims process should be addressed to Bestlife Insurance Limited at the contact details below:

0211 250281
0211 250282

info@bestlifezambia.co.zm

Plot 3577, Corner of Chikwa Road & Suez Road

Post Box: Suite No. 228, Private Bag E891
Lusaka

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